

35 YEARS



SETYM Canada
International



Training **PROGRAMME**

- Project Management
- Public Procurement
- Management and Organisation
- Public Governance
- Sustainable Development

MONTREAL
KUALA LUMPUR
DUBAI



SETYM is accredited
by Emploi-Québec
no 0050295



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Larbi Bennouna
M. Sc., MBA, PMP

Mission

To contribute to performance improvement in development projects and public institutions through better management of resources and capacity building.

To be part of our participants' professional success by sharing our knowledge and expertise.

Values

- Unanimously recognized excellence and professionalism.
- Human relationships and a tradition of hospitality.
- Openness to the world and respect for cultures.
- Promotion of shared experiences and a spirit of collaboration.
- Commitment to the satisfaction of our customers with respect for professional ethics and transparency.

Vision

To remain the recognized leader in capacity building by offering practical and innovative training programmes.

To be a skilled partner in change management and to be of assistance in the implementation of development projects.

WORD FROM THE Chief Executive Officer

Our team is proud to celebrate the **35th anniversary of SETYM International this year**. While facing great adversity, especially during the last two years of the health crisis, SETYM has stayed the course to achieve its capacity-building mission.

Adapting to our changing world is central to the capacity-building process. Since 1988, we have worked tirelessly to raise standards in all aspects of our profession: knowledge sharing, expertise, new technologies, customer service, and hospitality. In everything we do, we always remain faithful to our unwavering mantra: to support our participants by developing their skills and contributing to the success of their projects.

SETYM's reputation and our clients' testimonials, as well as those of donors and public institutions around the world, help drive us to continue to provide you with the highest level of service. The quality of the services offered by our institution was recognized by the Montreal Chamber of Commerce (CCISOM) at its annual gala in 2022. SETYM was honoured as finalist in the service company category.

Because we are fully aware that technological tools are essential for effective project management, we have consolidated a partnership to be able to offer you an environmental and social management system (ESMS). Contact us for more information.

To celebrate our 35th anniversary, we came up with a contest with a generous giveaway. **Attend one of our international seminars in 2023, and you will be entered into a draw to win one of five (5) free admissions to a 2024 seminar of your choice (including airfare and accommodation).** You can choose any one of our destinations: Montreal (Canada) and Kuala Lumpur (Malaysia), and also our new center in Dubai (United Arab Emirates).

On behalf of our entire team, I would like to thank you for your support and messages of encouragement over the past two years. I hope to see many of you come out, and I wish you the very best and every success in your endeavours.

COMPANY Background

Training Programme

SETYM, whose trainings are accredited by the **Government of Quebec (Canada)** and by **SOFEDUC**, has developed a coherent set of training seminars aimed at project development managers (coordinators), their administrative teams and civil servants in emerging and developing countries. These training programmes are linked so as to meet the management needs of governments, major donors and development aid agencies.

- **Project Management**
- **Public Procurement**
- **Management and organisation**
- **Public Governance**
- **Sustainable Development**

International Training Seminars

Each year, more than 1,000 participants come together at our training centers in Montreal (our Canadian head office), Kuala Lumpur (Malaysia), Dubai (United Arab Emirates), Istanbul (Turkey), Marrakesh (Morocco) and Dakar (Senegal). Choosing SETYM means enjoying unparalleled hospitality while you gain new knowledge and share experiences with your peers and our experts and take in tourist attractions around our training centers.

On-Request Training Course

Upon request, SETYM experts can develop training tailored to the specific needs and context of the project or institution. These courses can be delivered in our centers, in your country or online.

Partner in your
professional success
for 35 years

Founded in 1988, SETYM International is a Canadian company specializing in **capacity building**. SETYM is an internationally renowned market leader. The company capitalizes on the expertise and experience of several distinguished partners and experts.

Services

Technical Assistance

Our pragmatic and results-oriented approach has enabled us to succeed in our technical assistance missions to the satisfaction of our clients, donors and beneficiaries.

Virtual Events Management

Tailor-made support service in the organization of your online events (webinar, training, conference, colloquium, general assembly): from technical support to turnkey solutions.

Technology in Support of Projects:

Environmental and Social Management System

SETYM International and its partners have developed an integrated web application that meets management, documentation, communication and transparency standards related to the environmental and social requirements of technical and financial partners (TFP).

CONTEST 35 YEARS of SETYM

In 2023, SETYM International celebrates its 35th anniversary!

After going through this difficult period, seeing participants in our training centers again makes us feel like celebrating! For 2023, we would like to welcome one and all to our international seminars so that we can share knowledge and professional experiences, but also to celebrate human connections and laughter with our great big SETYM family.

YOU COULD
WIN:

**One of five
(5) free
admissions**

**to the international seminar of
your choice for a period of 2 weeks
during the year 2024, in the center
of your choice.**

Air travel and accommodation in one of our partner hotels during the seminar are included.

To celebrate our 35th anniversary, we came up with a generous giveaway! Attend an international seminar in 2023 and you will be entered into the contest.



INGRID

"In addition to SETYM's mission of training and supporting professionals in the task assigned to them by their administration or by the project management unit for which they work, SETYM offers an unparalleled working environment. Over these 21 years, I have been proud and grateful to recognize that SETYM always puts the human dimension first. So, whether you are a client or an employee, the respect, kindness and camaraderie at SETYM make it an unforgettable organization!"

LAURENCE

VÉRONIQUE

"SETYM is my adoptive family... I came here from France at the end of 2007; a few months later SETYM took a chance on me, and I'm still with them 14 years later! It's quite rare in Quebec to stay more than 2 years in the same place! When you love your job, your colleagues, and your clients, you feel a sense of purpose, and you know that management truly respects and listens to you and sees you both as a professional and as a human being, it means that you have found a job that makes you happy: this is a blessing you strive to keep."

"In SETYM, I have found a company with a caring team that works with you and is fully committed to boosting the professional development of their clients. The spirit of trust and camaraderie is second to none. Over my past 12 years at SETYM, I have worn many hats: Trainer, Project Manager, CRM Administrator and Marketing Coordinator. Like our training participants, I am driven by the desire to keep learning and growing professionally."

OUR Team

Our Experts



LARBI BENNOUNA
M. Sc., MBA, PMP
Chief Executive Officer



JEAN-MICHEL DELAGRAVE
M. Sc., PMP
Director of Professional Services



PATRICIA LAPOINTE
M.A.P., PMP



PIERRE COMTOIS
Ph.D.



JOSHUA ZAATO
Ph.D., MPA



MARIE-DOUCE PRIMEAU
Ph.D., PMP



SALAHDINE OURZIK
MBA, PMP



VINCENT MELILLO
M.A. Economy



FÉLIX ZOIGNING
Ph.D.



HUSSEIN BAALBAKI
MBA



STEVE FORGET
MPM, PMP



HASSAN AZROUR
Ph.D.



MARK HOLLINGWORTH
M.Eng., EMBA



LUKA MOSHAVILI
L.L.M., PMP



UTE EBERHARDT
M. Sc.Ed.



JEAN-LUC SIRUGUET
M. Sc., Eng.



ALAIN PAQUET
Ph.D.



FRÉDÉRIC CHOQUETTE
LL. B.



DENIS JULIEN
BAA



MURIELLE BOUCHER
M. Sc., CPA, CGA



AMADOU DOUDOU SECK
Executive MBA-IP,
Eng., MSFP



JEAN-CLAUDE PIERI
M. Sc., MPM, PMP



JAMSHID UMAROV
M. Sc.



JOHANNE ST-ONGE
CRHA



INGRID MARTIN
Senior Coordinator
North and West Africa



VÉRONIQUE BRISSONNAUD
Coordinator
Central Africa,
Madagascar and Haiti



JULIE ROLLINGER
Training Program
Advisor



NADIA BERKANE, B. COMM.
Administrative
Assistant



LAURENCE LEBRUN-JULIEN, MPM
Development and
Marketing Coordinator



VALÉRIE BEAUDOIN-LOYER
Marketing and
Communication



FLORIANE FERLET
Administrative
Assistant



JOEY LEFEBVRE
Business Development
Coordinator

Customer Service and Business Development

Administration



ISABELLE GARCEAU
Administrative &
Financial Controller



JONATHAN ARCOUETTE
IT Services Coordinator

2023 Training CALENDAR

SEMINARS

TITLE	DURATION	CODE	DATES	FEES
> Kuala Lumpur, MALAYSIA				
Contract Management: Planning and Monitoring the Execution	2 weeks	GCDAK1	June 12 to 23, 2023	US\$ 5 500
Procurement of Goods and Services: Best Practices	2 weeks	PDMAK1	June 12 to 23, 2023	US\$ 5 500
Project Management, Monitoring and Control	2 weeks	PCPAK1	June 12 to 23, 2023	US\$ 5 500
PEFA: Framework for Public Financial Management	2 weeks	PEFAK1	December 4 to 15, 2023	US\$ 5 500
Procurement of Goods and Services: Best Practices	2 weeks	PDMAK2	December 4 to 15, 2023	US\$ 5 500
Project Management, Monitoring and Control	2 weeks	PCPAK2	December 4 to 15, 2023	US\$ 5 500
> Montreal, CANADA				
Public Procurement Audit and Control	2 weeks	AMPAM1	May 15 to 26, 2023	US\$ 5 500
Results-Based Management (RBM) and Performance Measurements	2 weeks	GPRAM1	May 15 to 26, 2023	US\$ 5 500
Strategic Planning and Decision Making	2 weeks	EXEAM1	May 15 to 26, 2023	US\$ 5 500
Leadership: Managing Teams to Achieve Change	2 weeks	GEPAM1	July 31 to August 11, 2023	US\$ 5 500
Planning and Delivery of Public-Private Partnerships (PPP)	2 weeks	MPPAM1	July 31 to August 11, 2023	US\$ 5 500
Public Financial Management	2 weeks	GBFAM1	July 31 to August 11, 2023	US\$ 5 500
> Dubai, UNITED ARAB EMIRATES				
Leadership: Managing Teams to Achieve Change	2 weeks	GEPAM1	October 2 to 13, 2023	US\$ 5 500
Monitoring and Evaluation for Results	2 weeks	DISAM1	October 2 to 13, 2023	US\$ 5 500
Public Procurement Audit and Control	2 weeks	AMPAM1	October 2 to 13, 2023	US\$ 5 500

Click on the course title
to open the online
registration form.

Do not hesitate to contact our customer service team for any question regarding registration, visa, payment, etc. **+1 (514) 939.2200** or **setym@setym.com**



SETYM BENEFITS

Over the years, we have established our status as a world renowned consultancy company and we have built our reputation on constantly updated curricula, a focus on practice and interaction with the participants, as well as on our special customer service support and hospitality.

Recognized Training

- The excellence of our training is recognized by the Government of Quebec (Canada) and by SOFEDUC.



Loyalty Programme

Participants

Our Alumni will receive a loyalty bonus certificate, the amount depending on the number of the previous participations in our regular seminars.

Institutions

Organizations and projects that enroll a large number of staff in our seminars can benefit from our special group discount structure. We are pleased to give you more details upon request.



Personalized Customer Experience

- SETYM's dedicated team assists you during your entire stay. They also accompany you on weekend trips and respond quickly and professionally to your every day needs.

Our APPROACH

Gift Certificate

Participants who attend our regular calendar seminars will receive a gift certificate to support their work related Information and Communications Technology needs.



Sightseeing Tours

In order to make the training experience even more enjoyable and foster ties among participants, SETYM organizes weekend tours to various locations of interest near the training centers.



**Oriented towards
PRACTICE and INTEGRATION
of your learning in your
professional reality**

Practice Oriented

SETYM's training seminars focus through a training-consulting approach on practice and skills learning. Almost 60% of the seminar is reserved for applications (exercises, case studies, skills development, use of project management software, etc.). In order to fully capitalize on their training opportunity, participants are invited to bring documentation of the project they are involved in, and relevant to the specific course attended. Our consultants strive to adapt general concepts to the participants' specific situations.



Training Schedule

Training seminars held in Montreal, Kuala Lumpur and Dubai take place five days a week (Monday through Friday) six hours per day.

Daily coffee and lunch breaks are offered, resulting in friendly exchanges between participants, trainers and SETYM staff. Weekends are spent on sightseeing excursions led by our local teams.



Unrivalled Customer Service

Our dedicated team will assist you throughout the registration and preparation process. The team will be there every step of the way until you achieve your training goals. Every year, SETYM is trusted by more than 1,000 professionals.



State of the Art Training Centers located Downtown

SETYM has located its training centers downtown to ensure participants can take advantage of everything big cities have to offer. Easy access to shopping, restaurants, cultural sights and entertainment.

Coffee Breaks and Lunches

At the training centers, snacks, refreshments and lunches are served during class days, free of charge.

Training Follow-Up

If requested, 3 months after your training, a consultant will contact you for coaching on the issues you will have encountered regarding the application of the newly acquired knowledge in your practice.

Training Material

SETYM provides each participant with a comprehensive set of learning tools, including the reference texts and additional documents, both in hard and soft copy. During most of the seminars participants will use the IT equipment we put at their disposal (laptops, projectors, audio-video equipment and unlimited Internet access).



Training Certificate

At the end of the seminar, SETYM hands out a Training Certificate to each participant. To receive the Certificate, the participants must attend all the modules of the course they registered to and comply with all academic requirements.

If an event beyond the participant's control results in a justified delay in starting the course or incomplete attendance in the seminar, without impact on skills acquisition, the reduced attendance period will be reflected in the certificate; however, full payment is still required.



OUR TRAINING centers

Center in
DUBAI
(UNITED ARAB EMIRATES)

NEW



Head Office and Center in
MONTREAL
(CANADA)



85, Sainte-Catherine West, 10th floor,
Montreal, Quebec, Canada, H2X 3P4



Center in
KUALA LUMPUR
(MALAYSIA)



Central Plaza 26.06, Bukit Bintang,
534 Jalan Sultan Ismail,
0250 Kuala Lumpur, Malaysia

ON-REQUEST Training Courses

TAILOR-MADE AND ON-SITE Training Courses

SETYM International has a long track record in organizing tailor-made seminars. At the request of institutions, development projects, governments or donors, all the training programmes offered in this brochure can be delivered in your country or agreed upon venues of your choice, at any time and adapted to your specific needs. This solution allows you to train the maximum allowed number of people in a most cost-effective way.

ONLINE Training Courses



Our online training courses are available on request. Flexible and well-paced, the training sessions are carried out in the most interactive way possible through a combination of approaches and tools: virtual sessions, e-learning, coaching and collaboration.

Customer
Experience
Representatives



SORAYA BENITEZ



DIEGO LLUGDAR



IZAN

TECHNICAL ASSISTANCE



Building on our experience on the ground, our in-depth knowledge of local realities and our expertise in project management, public procurement, management and organisation, public governance and sustainable development, we carry out more and more technical support missions every year.

By invitation or tender, public institutions, governments and donors give us short or long-term mandates to intervene as experts. Our pragmatic and results-oriented approach has enabled us to succeed in our technical assistance missions to the satisfaction of our clients, donors and beneficiaries.

Our interventions are varied and can take many forms:

- Tailor-made and adapted training programmes
- Online trainings
- Advice and coaching
- Project management
- Technical assistance
- Environmental and social management system implementation

Recent Achievements

Islamic Development Bank (IsDB)

Online training on Procurement Training for Trainers

Bangladesh

Ministry of Environment and Forests (MOEF), Training seminar in Procurement: Best Practices

Mozambique

Ministry of Transport and Communications, Training seminar in Results-Based Management (RBM) and Performance Measurements

Kenya

Ministry of Energy, Customized Training in Project Management, Monitoring and Control

Management of VIRTUAL EVENTS



Based on our experience with the organization of virtual events, we now offer a tailor-made support service for your online events.

CONTACT US TO DISCUSS YOUR PROJECTS!

Preparation

- Advertising: creation and hosting of a registration landing page to the event;
- Advertising: management of email invitations and reminders;
- Creation of a personalized Zoom User Guide;
- Registrations monitoring;
- Coordination of speakers and pre-event tests;
- Recording, editing and broadcasting of video clips in preparation of the event, if applicable.

Event management

- Provision of a Zoom platform;
- Access and security management;
- Animation and moderation of the meeting (questions and answers);
- Poll management;
- Breakout Rooms management, if applicable;
- Recording;
- Technical support for a smooth running.

Event follow-up

- Animation of a feedback meeting (assessment of achievements);
- Final report (participation statistics, indexing of questions and answers, etc.);
- Video editing of the event;
- Hosting of videos.

They trusted us:





Project Management

For detailed course descriptions,
PLEASE VISIT
www.setym.com

International Training Seminars

- Monitoring and Evaluation for Results
- Project Management, Monitoring and Control



Emelda Odhiambo,
Project Manager,
Kenya

Participant of a training seminar
in Project Management, Monitoring and Control



“The training helped me turning the ideas that I already have into innovations. We use to outsource tools as MS Project, and I can now interpret and use it. I am very sure that I am going to be a better project manager when I go back to Kenya. The facilitators are very passionate and they have what it takes to train. I am going to come again next year for another training.”

On-Request Training Courses

- Project Identification, Preparation and Budgeting
- Effective Project Management: Core Skills from Concept to Plan
- Advanced Multiproject Management and Support Systems
- Design and Implementation of Monitoring and Evaluation Systems
- PMP® Exam Preparation Boot Camp
- Project Guidance
- Project Team Management
- Project Implementation: Planning, Scheduling and Control
- Project Planning, Scheduling and Intranet Project Management
- Project Management Offices (PMO's), Programme Management and Maturity Models
- Audit and Control of Projects and Programmes
- Review of Projects and Programmes and Completion Processes
- Environmental and Social Impact Management

Balla Kaandeh,
Programme Manager,
The Gambia

Participant of a training seminar
in Project Management,
Monitoring and Control



“What I like the most about SETYM is the fact that the trainings are well structured, adequate and respond to the needs of all programme managers (...) It is my second time here and I chose to come back because it is one of the best institutions. I have lived it, I have learned and seen it for myself, and I am urging everyone to come to SETYM. Not only you are learning, but the staff also makes you feel very comfortable.”



Public Procurement

For detailed course descriptions,
PLEASE VISIT
www.setym.com

International Training Seminars

- **Public Procurement Audit and Control**
- **Contract Management: Planning and Monitoring the Execution**
- **Procurement of Goods and Services: Best Practices**
- **Public Procurement Audit and Control**
- **Planning and Delivery of Public-Private Partnerships (PPP)**



“Our facilitator was very knowledgeable with excellent insights. He impressed me with his ability to carry the class. From an organizational perspective, it was out of this world. People are very friendly; in fact there is a part of me that does not want to go back home.”

Anthony IKEMEFUNA,
Head, Fixed Networks and Converged Services,
Nigeria

Participant of a training seminar in Planning and Delivery of Public-Private Partnerships (PPP)

On-Request Training Courses

- **Performance-Based Contracting**
- **Effective Public Procurement**
- **New World Bank Procurement Framework (NPF) and PPSD**
- **Procurement of Works**



“SETYM came highly recommended because the content of the training is quite exhaustive, and the consultants are very knowledgeable in their various domains. The delivery methods are very good, encouraging collaboration and teamwork. SETYM has chosen a very conducive environment to conduct this training.”

Bernard ANGIMA MATOYA,
Supply Chain Officer - Procurement,
Kenya

Participant of a training seminar in Procurement of Goods and Services: Best Practices



Management and Organisation

For detailed course descriptions,
PLEASE VISIT
www.setym.com

International Training Seminars

- **Leadership: Managing Teams to Achieve Change**
- **Strategic Planning and Decision Making**

Joyce Kathambi MUCHENA,
Director,
Kenya

Participant of a training seminar
in Strategic Planning
and Decision Making



“Attending this course was very helpful for my work, since it requires making high level decisions. Building my capacity to be able to do that effectively and efficiently was not only useful for the organization but for me. It is always great to learn more about something you are passionate about.”



Francis Ploughman KOTOBRIJJA,
Principal Auditor,
Nigeria

Participant of a training seminar
in Leadership: Managing Teams to Achieve Change

“This course is extremely useful and has a sweet mixture between theory and practice. You discover who you are as a leader, what you need to do, where you need to upgrade and accelerate. I have had other forms of training in other parts of the world but this has a dimension of practicality that makes you find out exactly who you are as a leader. I am empowered to deliver better resources to my people, be a good leader and bring my team to a better level of appreciation of their organization.”

On-Request Training Courses

- **Lean Management & Public Sector: Improving Operational Performance**
- **Human Resources Management 4.0: Happiness and Development**
- **Women’s Leadership**
- **Crisis Prevention, Management and Communication**
- **Effective Leadership and Project Team Management**
- **Leadership: Mobilizing Organizations for Development**
- **Organizational Change and Sustainable Management in the Public Sector**
- **International Supply Chain Management**
- **Managing and Leading Strategic Communication**
- **Professional Training of Trainers**





Public Governance

For detailed course descriptions,
PLEASE VISIT
www.setym.com

International Training Seminars

- PEFA: Framework for Public Financial Management
- Results-Based Management (RBM) and Performance Measurements
- Public Financial Management

Patrick Ayanbanji OJO,
Head Consumer Protection
and Advocacy,
Nigeria

Participant of a training seminar
in Public Administration:
Managing Modern Government



"I can easily tell you that I have no regrets in any form. SETYM has set its standards: I have attended several courses from organizations in different parts of the world but SETYM is the number one. The most important part to me was the feedback. [...] The combination of our two facilitators gave us all information we needed to learn, and made the course to be worthwhile. Anyone wanting to be trained should consider SETYM."

On-Request Training Courses

- Managing Modern Government and Performance-Based Budgeting
- New Results-Based Management of the Criminal Justice: form Theory to Practice
- Mutual Legal Assistance: International Approach to Fight Crime and Terrorism
- Doing Business: Reform, Governance and Competitiveness of the Private Sector
- International Financial Reporting Standards (IFRS)
- Local Governance and Municipal Finance
- Human Rights and Development: Bridging the Divide
- Community-Driven Development and Participatory Approaches
- Capital Budgeting and Financial Management in the Public Sector
- Developing Public Sector Integrity and Improving Ethics
- Financing Imbalances, Treasury and Sovereign Debt Management
- Public Policies: Design, Implementation and Evaluation
- Tax Audit and Fight against Tax Fraud
- Customs and Tax: Principles and Management
- Public Administration: Managing Modern Government
- Public Investment Life-Cycle Management (PIM)





Sustainable Development

For detailed course descriptions,
PLEASE VISIT
www.setym.com

On-Request Training Courses

- Environmental and Social Impact Management
- Project Environmental Impact Assessment
- Social and Environmental Monitoring of Projects and Programmes
- Integrating Climate Change in Development Policies and Programs
- Community-Driven Development and Participatory Approaches
- Displacement and Involuntary Resettlement of Populations



ENVIRONMENTAL and SOCIAL MANAGEMENT System

...

SGES

SETYM International and its partners have developed an integrated web application that meets management, documentation, communication and transparency standards related to the environmental and social requirements of technical and financial partners (TFP).

The system is based on project management processes and geographic areas. This approach makes it possible to define geographic units in which physical work is to be carried out and to involve stakeholders. These can interact through interactive and dynamic mapping.

The modern solution for the environmental and social management of projects





setym.com

Teaching people *TO LEAD*

Training Programme

A complete training programme that covers knowledge, skills and tools for managing international development projects, and provides key competencies to public officers in developing and emerging countries.

- International training seminars held in our training centers in Montreal (Canada), Kuala Lumpur (Malaysia) and Dubai (United Arab Emirates).
- Tailor-made, on-site and online training

Our Service Offer

Our pragmatic and results oriented approach allows us to successfully execute:

- Technical Assistance Mandates
- Virtual Event Management: Webinar, Training, Conference, Colloquium, General Assembly and more.
- Environmental and Social Management System Implementation

